

DEPARTMENT OF AGRICULTURE
Risk Management Agency
Federal Human Capital Survey (2004)
Human Capital Management - Critical Analytical Summary

Compared to the results of the 2002 FHCS, the % of positive responses increased in the major Human Capital Management categories of **Talent** (Recruitment, Development & Retention) - up by 4.9% and **Knowledge Management** (Learning) - up by 6.4%. But despite reductions in negative responses from the 2002 FHCS, the % of positive responses regarding **Performance Culture** and **Leadership** categories decreased by 5.7% and 6.4% respectively. The changes in the percentages of positive responses by RMA employees, up or down, are similar to those reflected in the Department and the Governmentwide Federal Human Capital Survey results.

Some of the more notable positive responses regarding Human Capital Management of the Mission Area employees polled are:

- 84% of RMA employees claim the work they do is important; 80% of RMA employees state their supervisors support their needs to balance work and family issues; and 78% of employees know how their work relates to the agency's missions and goals. (**Talent** - Recruitment, Development & Retention)
- 77% of RMA employees claim they are held accountable for achieving results. (**Performance Culture**)
- 76% of RMA employees claim they are protected from health and safety hazards on the job and 62% claim their organization has prepared them for potential security threats. (**Leadership**)
- 90% of RMA employees claim they use information technology (i.e., intranet, shared networks) to perform work. (**Knowledge Management** - Learning)

On the other hand, some of the responses regarding Human Capital Management that indicate improvement opportunities are:

- Only 36% of RMA employees claim their work unit is able to recruit people with the right skills; while only 44% of employees feel the skill level in the work unit had improved in the past year. (**Talent** - Recruitment, Development & Retention)
- Only 18% of RMA employees claim that steps are taken to deal with poor performers who cannot or will not improve. (**Performance Culture**)
- Only 24% of RMA employees claim that complaints, disputes or grievances are resolved fairly in their work unit; and about 25% of employees feel their leaders generate high levels of motivation and commitment in the workforce. (**Leadership**)
- Some 44% of RMA employees claim their managers promote communication among different work units (i.e., about projects, goals, needed resources). (**Knowledge Management** - Learning)

Summarizing the general category of **Personal Work Experiences** (up .1%), over 83% of RMA employees rate the overall quality of work done by their work group as good or very good; while 45% of RMA employees rate their organization as above average or one of the best to work for compared to other organizations. In the **Job Satisfaction** category, down 5% from 2002, 73% of RMA employees are satisfied or very satisfied with their pay; but only 25% are satisfied with their opportunity to get a better job in their organization. Employee's overall **Satisfaction with Benefits** increased nearly 12% since the 2002 survey with over a 90% satisfaction rate with paid vacation time and leave for illness.

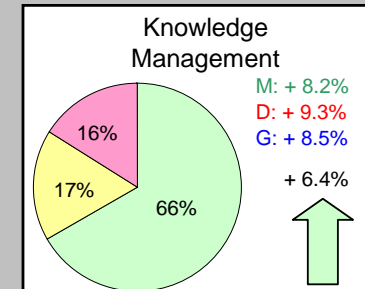
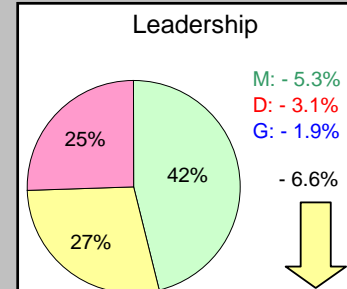
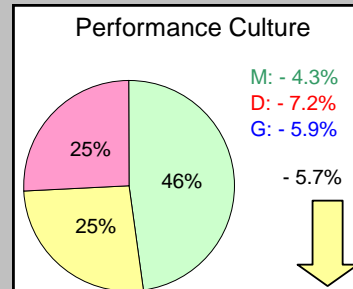
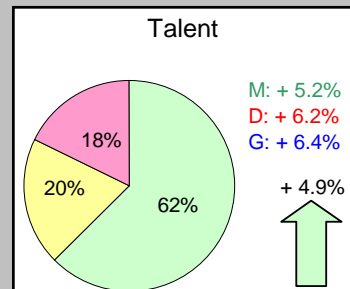
Human Capital Management - Continued Improvement Actions

The Human Resources Division (HRD) will continue to work with managers to engage several strategies, emphasizing those already in the FFAS Human Capital Plan, to enhance what the Agencies are doing well and to improve upon what the Agencies has identified as improvement opportunities. In addition, HRD will coordinate Departmentwide / Governmentwide improvement initiatives, such as modernizing human capital systems to better recognize and reward high performance, to develop leaders and address skill gaps. Furthermore, agency leaders are encouraged to review their Agency's detailed Federal Human Capital Survey results (<http://hr.ffas.usda.gov/offices/od/hcp/hcp.htm>) and address areas where improvements can be made to ensure a high performing workforce necessary to meet their missions.

FEDERAL HUMAN CAPITAL SURVEY - FY2004

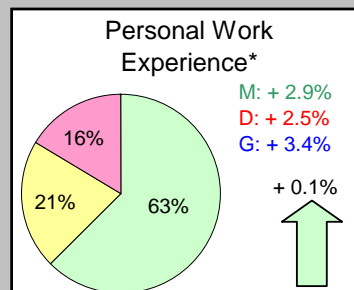
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STRATEGIC MANAGEMENT of HUMAN CAPITAL

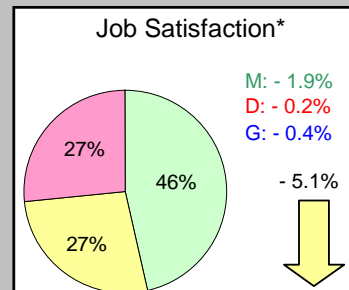


Personal Work Experience, Job Satisfaction and Satisfaction with Benefits

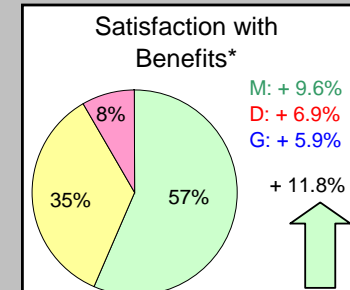
(Private Sector Comparable Areas)



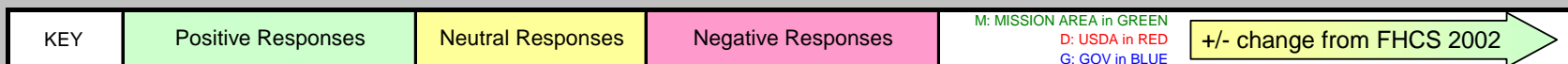
* Cooperation in unit, individual skills used, a good place to work, etc.



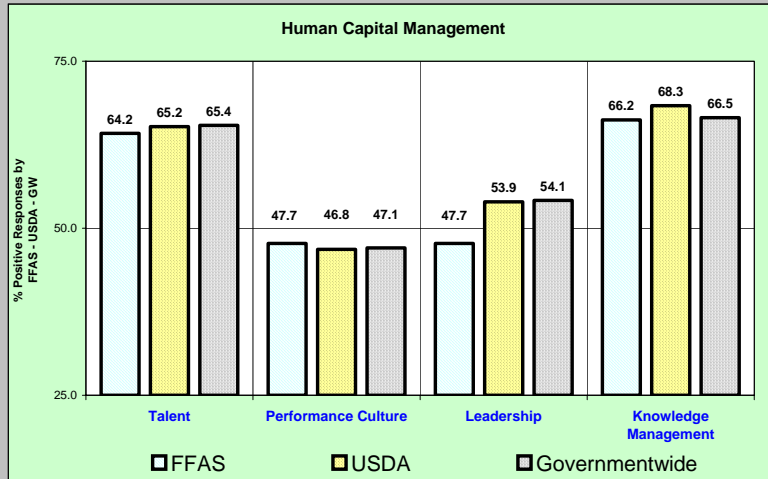
* Involvement with decisions, satisfied with pay, policies and practices, etc.



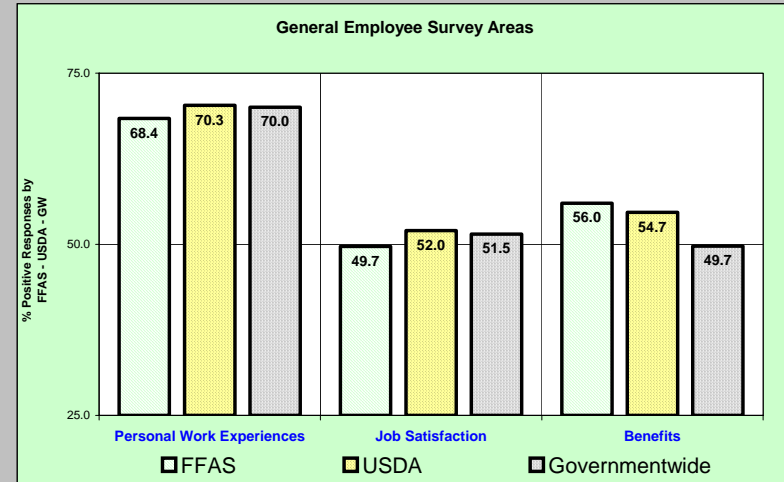
* Flexible work schedules, telework, retirement benefits, vacation time, etc.



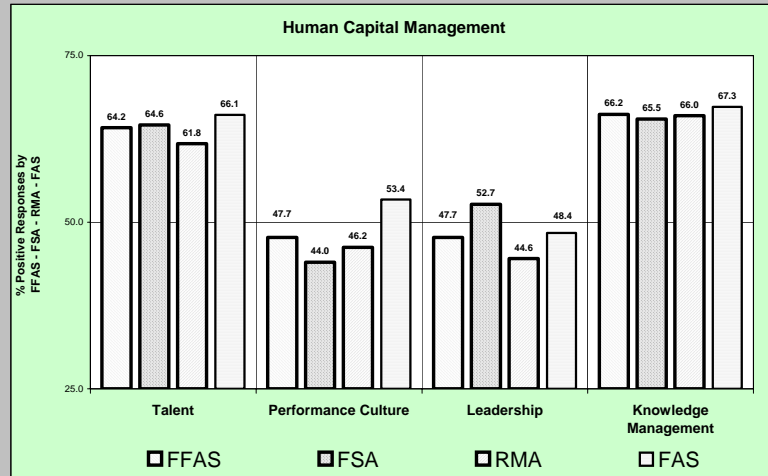
FEDERAL HUMAN CAPITAL SURVEY - FY2004
FFAS - USDA - Governmentwide



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